



Problem Resolution Report

CoSD Contract No. 554833

New Labor Categories

ES/CoSD 042



Date: August 1, 2018

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Enterprise Services, LLC, a Perspecta company ("ES" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:

AT&T is the Approved Subcontractor for Network Framework Services as set forth in Schedule 4.3, Operational Services. . Currently, there are no established Resource Units (RU) for project related work outside the scope of existing RU.

Resolution:

1. The Parties agree to establish the following RU:
 - a. Network Architect, with an hourly RU Fee of \$170.58;
 - b. Network Engineer, with an hourly RU Fee of \$110.17; and
 - c. Senior Network Engineer, with an hourly RU Fee of \$153.01.

The above RU are only applicable for Service Requests wherein County is requesting services not already covered by an existing RU.

2. Schedule 16.1-4, Labor Categories is amended to reflect the description of added RU as per Attachment 1 to this PRR.
3. Schedule 16.1, Exhibit 16.1-1 is amended to reflect the added RU as per Attachment 2 and 3 to this PRR.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.



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IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: 

FOR Name: John M. Pellegrino

Title: Director, Department of Purchasing and Contracting

Effective
Date: 8/10/18

ENTERPRISE SERVICES, LLC

By: 

Name: Max Pinna

Title: Contracts Manager

Date: August 1, 2018

PRR 042 – Network Services Labor Categories – Attachment 1
Exhibit 16.1-4 – Labor Categories

2.23 Network Architect

The Network Architect is responsible for maintaining the design and integrity of the internal network. Provides expert technical assistance to team members on high-level system and networking request. Oversees the coordination, partnerships and management of technology vendors, outside consultants and internal dotted line resources as needed. As subject matter expert in the end to end network, works closely with business partners to identify and quantify business issues associated with specific projects, develop and implement business strategy, and assist in setting strategic technical direction in support of customer facing organizations.

Knowledge, Skills and Abilities

Knowledge of:

- Current technology and trends in the profession
- County business and functions

Skills and Abilities

- Reviews and approves proposed technical network designs to insure business requirements are met
- Provides leadership for projects, including such activities as developing business cases, defining business and or technical requirements and preparing detailed plans and schedules
- Reviews and interprets technical documentation and vendor specifications for inclusion/adaptation into network standards
- Proficient in network design

Education and/or Experience:

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Qualifying education/experience:

- CNP or higher certification or equivalent experience
- Must have 10+ years of experience focused on Cisco switching and routing technologies
- Expertise in working on large complex enterprise networks

PRR 042 – Network Services Labor Categories – Attachment 1
Exhibit 16.1-4 – Labor Categories

2.24 Network Engineer

The Network Engineer is responsible the implementation and deployment of network hardware and software. Assists in operational testing and implementation of new hardware and configurations.

Knowledge, Skills and Abilities

Knowledge of:

- Current technology and trends in the profession
- County business and functions
- Hardware and software installation methods and procedures

Skills and Abilities:

- Assists in technical troubleshooting of all network troubles
- Provides field support for break/fix repair of network elements
- Provides installation and support for network projects such as equipment refresh

Education and/or Experience

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Qualifying education/experience:

- CCNA or Higher certification
- Must have 3-5 years of experience focused on Cisco switching and routing technologies
- Expertise in working on different sized networks

PRR 042 – Network Services Labor Categories – Attachment 1
Exhibit 16.1-4 – Labor Categories

2.25 Senior Network Engineer

The Network Engineer is responsible for the overall all day to day monitoring, maintenance, administration, and performance management of specific network elements and services. Assists in the coordination, partnership and management of technology vendors, outside consultants and internal dotted line resources as needed.

Conducts operational laboratory testing and configuration of new hardware and network software. Provides the technical troubleshooting and leadership skills required to recover from the most complex network problems in real time to restore service.

Knowledge, Skills and Abilities

Knowledge of:

- Current technology and trends in the profession
- County business and functions

Skills and Abilities:

- Provides the senior level technical troubleshooting of all network troubles
- Implements technical network designs to insure business requirements are met
- Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; collaborating with network architects on network optimization
- Assists in development of business cases, defining business and or technical requirements and preparing detailed plans and schedules
- Reviews and interpret technical documentation and vendor specifications for inclusion/adaptation into network standards

Education and/or Experience:

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Qualifying education/experience:

- CCNA or Higher certification
- Must have 5+ years of experience focused on Cisco switching and routing technologies
- Expertise in working on large complex enterprise networks

PRR 042 - Network Services Labor Categories - Attachment 2
Exhibit 16.1-1 - Resource Unit Price Summary

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volumes (per Contract Year)	DXC RU Fee (90-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (110% to 120% band)	RU Fee (120% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
Network Architect	Exhibit 16.1-4	Hourly	Hourly Labor Rate		Cumulative	120	\$ 170.58	\$ 20,469.60	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Network Engineer	Exhibit 16.1-4	Hourly	Hourly Labor Rate		Cumulative	120	\$ 110.17	\$ 13,220.40	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Senior Network Engineer	Exhibit 16.1-4	Hourly	Hourly Labor Rate		Cumulative	120	\$ 153.01	\$ 18,361.20	n/a	n/a	n/a	n/a	n/a	n/a	n/a

PRR 042 - Network Services Labor Categories - Attachment 3
Exhibit 16.1-6 - Resource Unit Price Summary Option Term

Resource Unit (RU)	*Reference	Unit of Measure	Pricing Method	Bundle	Measurement Method	Baseline Volumes (per Contract Year)	DXC RU Fee (90-110% band)	Baseline Annual Fee	RU Fee (70% to 80% band)	RU Fee (80% to 90% band)	RU Fee (110% to 120% band)	RU Fee (120% to 130% band)	RU Fee (130% to 150% band)	RU Fee (150% to 200% band)	Depreciation Period (in Years)
Network Architect	Exhibit 16.1-4	Hourly	Hourly Labor Rate		Cumulative	120	\$ 179.54	\$ 21,544.80	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Network Engineer	Exhibit 16.1-4	Hourly	Hourly Labor Rate		Cumulative	120	\$ 115.95	\$ 13,914.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Senior Network Engineer	Exhibit 16.1-4	Hourly	Hourly Labor Rate		Cumulative	120	\$ 160.67	\$ 19,280.40	n/a	n/a	n/a	n/a	n/a	n/a	n/a